

UNIVERSITI TEKNOLOGI MARA

**THE LEVEL OF ZAKAT RECIPIENT
SATISFACTION TOWARDS
MANAGEMENT OF ZAKAT:
A STUDY IN MAIWP**

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AUTHOR'S DECLARATION

I declare that the work in this academic dissertation was carried out in accordance with the regulation of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This academic writing has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

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ABSTRACT

The issue of zakat distribution is often a concern. The fact arises the issue of zakat management effectiveness as performed by the 13 Malaysian State Islamic Religious Councils. Thus, this study examines the level of satisfaction among the zakat recipients towards the management of zakat in the State Islamic Religious Council of Wilayah Persekutuan (Majlis Agama Islam Wilayah Persekutuan abbreviated as MAIWP). For that purpose, a set of questionnaire had been distributed to zakat recipients in Wilayah Persekutuan. The questionnaires consist of four sections; Section A contains selected demographic variables, Section B measures the satisfaction towards the source of information, Section C measures satisfaction towards the customer services, while Section D measures satisfaction towards the procedure of zakat as executed by MAIWP. The data collected through the questionnaires were analyzed using Statistical Packages for Social Sciences (SPSS) software 20.0.

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